

**MICHIGAN DEPARTMENT OF CIVIL SERVICE
JOB SPECIFICATION**

GENERAL OFFICE ASSISTANT

JOB DESCRIPTION

Employees in this job perform and oversee a variety of general office support assignments where the processing of documents, recording, retrieving, and distribution of data or information is an essential and/or substantial part of the work.

There are four classifications in this job.

Position Code Title – General Office Assistant-E

General Office Assistant 5

This is the entry level. The employee performs a range of office support assignments under close supervision while learning the methods, processes, and procedures of the work.

General Office Assistant 6

This is the intermediate level. There are two concepts at this level. The employee either performs a limited range of office support assignments in accordance with well-defined instructions and guidelines, or the employee performs a range of office support assignments in a developing capacity.

General Office Assistant E7

This is the experienced level. The employee performs a full range of office support assignments and uses judgment in making decisions where alternatives are determined by established policies and procedures.

Position Code Title – General Office Assistant-A

General Office Assistant 8

This is the advanced level. The employee either functions as a lead worker overseeing the work of others or as a senior worker. Senior level employees consistently perform complex assignments beyond those expected at the experienced level which have been approved by Civil Service.

NOTE: Employees generally progress through this series to the experienced-level based on satisfactory performance and possession of the required experience. However, positions performing a limited range of duties may not progress beyond the intermediate level.

JOB DUTIES

NOTE: The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every

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position are included, nor is it expected that all positions will be assigned every duty.

Checks and/or compares documents, forms, applications, or other materials for accuracy and completeness.

Sorts, batches, alphabetizes, and/or places in numerical order various documents for filing, storage, or processing.

Files documents or correspondence.

May prepare and process bills, invoices, receipts, statements, and checks.

May answer telephones, take messages, and direct or route callers and visitors to the appropriate persons.

Greets clients and visitors, schedules appointments and responds to inquiries by providing directions, instructions, or other information concerning the work area.

Opens, date stamps, and sorts mail for delivery.

May perform typing duties incidental to assigned tasks such as typing cards, labels, folders, envelopes, forms, or memorandums.

Retrieves records from files, associates records with incoming mail, and routes to proper persons.

Maintains and purges records or logs of specific activities.

May use computer/video data terminals to look up or verify information from computer files.

May operate such standard office equipment as calculators, cash registers, copying machines, postage meters, etc.

May prepare periodic reports by retrieving and compiling data in accordance with established procedures or specific instructions.

Picks up and delivers mail within the work unit or office.

Proofreads and edits documents, forms, records, and/or correspondence for correct grammar, spelling, and punctuation.

Performs related work appropriate to the classification as assigned.

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Additional Job Duties

General Office Assistant E7-8

Reviews and processes documents such as incorporation papers, insurance policies, contracts, bonds, deeds, leases, tax returns, and permits requiring the exercise of judgment to make decisions and take actions.

Determines needs, searches pertinent records; assembles proper materials, and compiles information as required.

Keeps records of equipment, materials and supplies; determines needs, makes out requisition forms, and obtains authorization to replenish.

Returns documents for correction with detailed explanation.

Resolves work related problems.

Interprets and applies instructions and guidelines to resolve work problems.

General Office Assistant 8 (Senior Worker)

Handles the most complex and difficult assignments in the work area.

General Office Assistant 8 (Lead Worker)

Coordinates the work of the unit by determining priorities, scheduling, assigning, and explaining work, and overseeing the completion of the work.

Assures that the work meets quality and production standards by reviewing the work for accuracy and proper completion and monitoring output.

JOB QUALIFICATIONS

Knowledge, Skills, and Abilities

NOTE: Some knowledge in the area listed is required at the entry level, developing knowledge is necessary at the intermediate level, considerable knowledge is required at the experienced level, and thorough knowledge is required at the advanced level.

Knowledge of filing and general record keeping such as logs, tickler files, etc.

Knowledge of correct English usage, spelling and punctuation.

Knowledge of general office practices.

Ability to understand and carry out instructions.

Ability to compare data from two or more sources for accuracy and completeness.

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Ability to operate standard office equipment such as calculators, adding machines, copying machines, video display terminals, etc.

Ability to alphabetize, numerically rank, sort, and batch documents.

Ability to perform typing services as required.

Ability to add, subtract, multiply, and divide arithmetical figures.

Ability to work under stressful conditions.

Ability to communicate effectively.

Additional Knowledge, Skills, and Abilities

General Office Assistant E7-8

Ability to select and compile data for correspondence and reports.

Ability to compose correspondence.

Ability to interpret instructions and guidelines to resolve work problems.

General Office Assistant 8 (Senior Worker)

Ability to perform the most complex assignments as approved by Civil Service.

General Office Assistant 8 (Lead Worker)

Ability to organize and coordinate the work of the unit.

Ability to explain instructions and guidelines to others effectively.

Ability to determine work priorities and assign work to employees.

Working Conditions

None.

Physical Requirements

None.

Education

Educational level typically acquired through completion of high school.

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Experience

General Office Assistant 5

No specific type or amount of experience is required.

General Office Assistant 6

One year of 5-level administrative support experience.

General Office Assistant E7

Two years of administrative support experience, including one year equivalent to a General Office Assistant 6.

General Office Assistant 8

Three years of administrative support experience, including two years equivalent to a General Office Assistant 6.

Special Requirements, Licenses, and Certifications

None.

NOTE: Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION

Job Code

GENOFAST

Job Code Description

General Office Assistant

Position Title

General Office Assistant-E

General Office Assistant-E

General Office Assistant-A

General Office Assistant-A

Position Code

GNOFASTE

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GNOFASTA

Pay Schedule

W41-002

NERE-001

W41-009

NERE-004